

**GHNHSFT Pathology User Survey**  
**Survey July-August 2017**  
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## Introduction

This report details the process and results of a survey which was carried out by the GHNHSFT Pathology Department, regarding satisfaction with the services provided. The report explains the background, the method used, the survey form, and links to the full results. The survey was sent to all hospital staff and all GP surgeries. The survey was aimed at both clinicians and nursing staff, including midwives.

## Background

GHNHSFT Pathology Department is continually striving to improve in line with user feedback, as much as is possible within the available resources. One way of receiving feedback from users is by carrying out a user survey. This department aims to carry out a full Pathology User Survey every two years. The last full survey was carried out in May 2015. The survey was sent to all hospital staff and all GP surgeries.

## Method

The QM used the free service available from Survey Monkey, which allows a maximum of 10 questions and 100 responses per survey. Four surveys were prepared, in an effort to both group the responses, and to enable a maximum of 400 responses. Two of the surveys were the same, aimed at (i) Trust Clinicians and (ii) Trust Nurses/Midwives. Another two surveys were aimed at (iii) GP surgeries and (iv) Non-Trust users from local hospitals/clinics. These last two surveys did not include the questions on Phlebotomy or Point of Care Testing.

The survey was purposefully short to encourage response. The survey contained questions that required some rating answers and some free text answers.

A hyperlink to the Survey Monkey website (direct to the survey) was sent in the following ways:

- A Global email to all staff in the Trust
- An email to the CCG to be included in their weekly bulletin
- An email directly to Community Hospital and Private hospital key contacts using names from most recent MHRA compliance form.
- Hereford and Worcestershire. To two key contacts, to be shared with relevant GP surgeries in Herefordshire and Worcestershire.

Users were given approximately three weeks to complete the survey, which had a closing date of 11<sup>th</sup> August. Reminders were sent out mid-way for GPs and on a weekly basis within the Trust.

## Survey Questions

The Questions in the Survey are shown below. The questions used were either statements that the user could agree/disagree etc. with, or free text fields for adding further comment.

1. Please indicate your role

- GHNHSFT Clinician
- Nurse
- Midwife
- Other (please specify)

2. Please tell us where you work and your name (optional).

3. The users were asked to select one of the following options to the statements below

- Agree Strongly
- Agree a bit
- Neither agree nor disagree
- Disagree a bit
- Disagree strongly
- N/A or don't know

- I can trust the laboratory to provide results/report when I need them
- I am satisfied with the quality of professional advice that I receive from the laboratory
- Professional advice is readily available from the laboratory when needed
- The laboratory staff are always helpful
- I am confident that urgent/unexpected results will be promptly communicated to me or my cover
- The level of out of hours service meets my needs

4. The users were asked to use the same grading for the following statements

- The Haematology / Blood Transfusion / Immunology department provides a good service
- The Chemical Pathology department provides a good service
- The Microbiology department provides a good service
- The Histopathology department provides a good service
- The Cytopathology department provides a good service

5. Free text field to comment on any 'agree' selections.

6. Free text field to comment on any 'disagree' selections.

7. The users were asked to use the same grading for the following statements (the Phlebotomy and POCT questions were not included in the survey aimed at non-trust users)

- The Phlebotomy service is suitably accessible for your patients
- Local systems to transport specimens work well
- Point of Care testing is well supported by the laboratory
- The systems in place for delivery of results work well.

8. Free text box for further comment on the above.

9. Free text box for final comment.

### Response rate

82 replies were received. This is a lot less than the 400 received in 2015, for reasons unknown. The same methods of survey and communication were as in 2015. The response rate in 2015 had been significantly higher than in previous years. Suggestions are that as surveys become more common, interest in them wanes. Also, the Trust has been under particular strain in the last 2 years with financial pressures, and this could possibly affecting the availability of staff time to complete surveys.

Of the 81 replies, 12 were started but not finished, leaving 69 completed surveys. This can be broken down in the following way:

Category of staff	No. of Completed surveys	No. of surveys started but not completed.
Trust Clinicians	13	
Trust Nurses and Midwives	26	11
Non-Trust Clinicians (GPs)	13	1
Non-Trust Nurses and Midwives	13	
Non-Trust Managers/Admin	4	
<b>Total</b>	<b>69</b>	<b>12</b>

Interestingly, Trust Nurses and Midwives have a high rate of starting a survey, but not completing it, for reasons unknown.

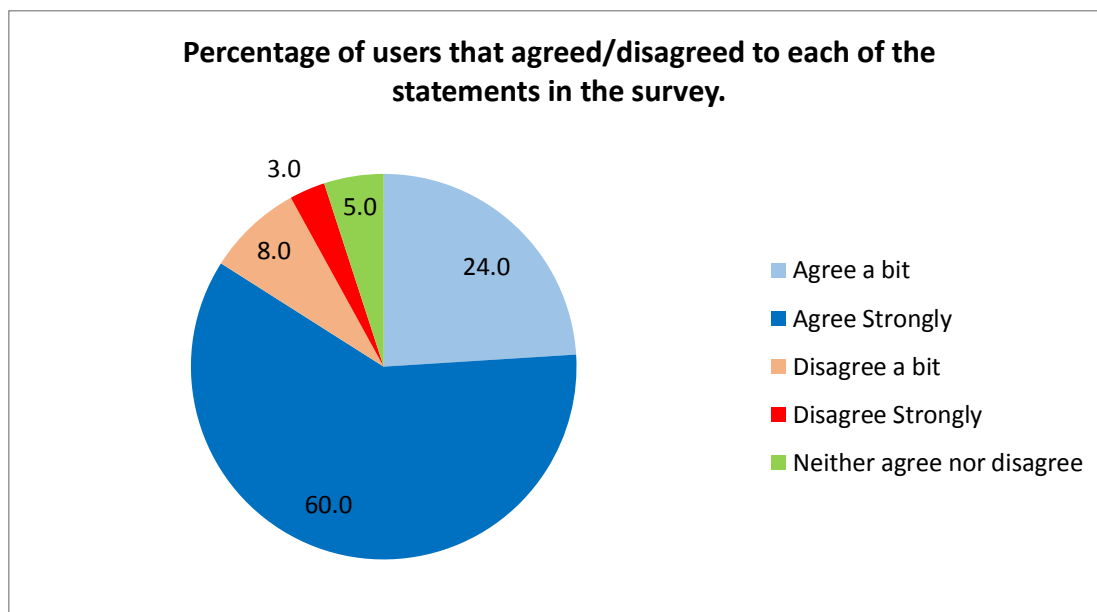
### Results

The Results were copied in to an Excel spreadsheet, and the data analysed.

#### **Results: Statement Questions**

Overall, the results were positive, with 84% of users either choosing 'agree strongly' or 'agree a bit' to the statements in the survey (see Fig. 1 next page). This cannot be compared directly with the 2015 survey as the data was analysed differently due to the survey being structured differently. However, on viewing the charts from the 2015 survey, the overall levels of satisfaction seem to be on a similar level.

Figure 1.



A similar chart can be seen for each statement that was given in the survey, broken down by Trust and Non-Trust.

The notable findings from the statement questions were:

- Overall, users are satisfied with the service being provided by Pathology.
- The most notable dissatisfaction was logged in the following areas:

#### The Histopathology Department

The statistics are supported by a significant number of comments received regarding the long turnaround times for histopathology results.

#### Provision of results / Unexpected results being promptly communicated /OOH services

The statistics are supported by a significant number of comments received, regarding IT which would support the dissatisfaction levels of the above. There were several comments regarding Non-Trust IT systems (eg. System one) taking some time to have results available. Some comments were suggestions or questions.

#### The Phlebotomy service availability

Again, the statistics are supported by a few comments expressing concern at either the lack of phlebotomy on a ward, at weekends, and the long waits in phlebotomy clinics.

#### Transport systems

Although the statistics show some dissatisfaction with transport, there were only 5 comments regarding transport. One comment was regarding air tube problems, which are out of the control of Pathology.

#### Availability of advice

Although the statistics show some level of dissatisfaction with the availability of advice, there was only one comment that expressed some concern about the timing of phone calls returned. Positively, there were no negative comments made regarding the availability of Haematology advice, which had been seen as an issue in 2015.

## **Results: Free text (comment) questions**

The free text comments were recorded in to an excel spreadsheet, and grouped by topic.

As discussed above, comments received support the statistics from the statement answers in that they key areas of concern are:

1. Histopathology turnaround times
2. IT issues / results delivery
3. The availability of Phlebotomy.

## **Presentation of findings**

This report has been prepared in time to be discussed at the Operational Meeting on 24<sup>th</sup> August 2017. If time allows in the meeting, an action plan will be agreed. If time does not allow, the QM will circulate an action plan after the meeting by email and seek approval of it.

Highlights of this report and actions (either agreed or needing approval) will be included in the QM report to PMB September 2017.

## **Conclusion**

Response rates were significantly down on the 2015 survey, for reasons unknown.

The responses received show that overall, users are satisfied with the service provided by the Pathology Department, and many positive comments were received.

Levels of satisfaction appear to be similar to the 2015 survey. Some issues have become even more prominent in 2017 (Histopathology turnaround times and IT/results), whereas other issues are less prominent than 2015 (availability of advice).

An action plan will be agreed and documented separately from this report. The actions are likely to be a combination of feedback to specific individuals where their name is known, investigation to find out more about an issue, and general communication with the users where it is felt that they need more information.

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